

## Interactive Voice Response (IVR) Instructions

To complete a successful Check-In or Check-Out, you will need:

- AuthentiCare Worker ID \_\_\_\_\_
- AuthentiCare Client ID \_\_\_\_\_



### Instructions to Check-In for IVR

**NOTE:** Any references in this document to “n” (<n>) indicate a number to be pressed that corresponds with the voice prompt.

Example: *“If the client is <CLIENT NAME>, press <n>.” “If the client is ‘JOHN SMITH’, press 1.”*

1. Dial **(888) 978-2273** from the client’s home phone landline.  
*“Welcome to the South Carolina Care Call Voice Response System. To check-in, press 1. To check-out, press 2.”*  
Press 1 to check-in.
2. *“Please enter your South Carolina Care Call Worker ID, followed by the pound sign.”*  
Enter your Worker ID number, then the pound sign (#). If you do not have your Worker ID, contact your provider.
3. *“You have entered <Provider Name> and <WORKER NAME>. If this is correct, press 1. If this is not correct, press 2.”*  
Press 1 if correct.
4. *“Please enter the client’s CLTC or DDSN number, followed by the pound sign.”*  
Enter the client’s CLTC or DDSN number, then the pound sign.
5. *“You have selected to provide services to the client with CLTC or DDSN number <CLTC OR DDSN NUMBER>. If this is correct, press 1. If this is not correct, press 2.”*  
Press 1 if correct.
6. *“If the service is <SERVICE DESCRIPTION>, press <n>.”*  
Press the number that corresponds with the service description.
7. *“You have selected <SERVICE DESCRIPTION>. If this is correct, press 1. If this is not correct, press 2.”*  
Press 1 if correct.
8. *“If you are <WORKER NAME> and you work for <PROVIDER NAME> and you are providing <SERVICE NAME> for the client with CLTC or DDSN number <CLTC OR DDSN NUMBER>. If this is correct, press 1. If this is not correct, press 2.”*  
Press 1 if correct.
9. *“Your check in is successful at <CHECK IN TIME>. Don’t forget to check out before leaving this client. To end this call, press 9.”*  
Press 9 to end the call.
10. *“Thank you for calling the South Carolina Care Call system. Goodbye.”*

## Instructions to Check-Out for IVR

1. Dial **(888) 978-2273** from the client's home phone landline.  
***"Welcome to the South Carolina Care Call Voice Response System. To check-in, press 1. To check-out, press 2."***  
Press 2 to check-out.
2. ***"Please enter your South Carolina Care Call Worker ID, followed by the pound sign."***  
Enter your Worker ID number, then the pound sign.
3. ***"You have entered <PROVIDER NAME> and <WORKER NAME>. If this is correct, press 1. If this is not correct, press 2."***  
Press 1 if correct.
4. ***"If you are <WORKER NAME> and you work for <PROVIDER NAME> and you are providing <SERVICE NAME> for <CLIENT NAME>. If this is correct, press 1. If this is not correct, press 2."***  
Press 1 if correct.
5. ***"For the client with CLTC or DDSN number <CLTC OR DDSN NUMBER>. Please enter your activity, followed by the pound sign."***  
Enter the activity code, then the pound sign.
6. ***"You have entered <ACTIVITY NAME>. If this is correct, press 1. If this is not correct, press 2."***  
Press 1 if correct.
7. ***"Please enter your activity, followed by the pound sign. If you are finished or to continue without entering an activity, press the pound sign."***  
If you another activity needs to be entered, enter the activity code, then the pound sign. If no other activities need to be entered, press the pound sign.
8. ***"Please enter your observation, followed by the pound sign. If you are finished or to continue without entering an observation, press the pound sign."***  
Enter the observation code, then the pound sign. If no observation, press the pound sign.
9. ***"Your check out has been successful. This claim record is closed as of <CHECK OUT TIME>. To end this call, press 9."***  
Press 9 to end the call.
10. ***"Thank you for calling the South Carolina Care Call system. Goodbye."***